N-FOCUS Interim Release Combined EA, MLTC & CFS August 10, 2014

An Interim Release of the N-FOCUS system is being implemented August 10, 2014. This document provides information explaining new functionality, enhancements and problem resolutions made effective with this release. This document is divided into four main sections:

General Interest and Mainframe Topics: All N-FOCUS users should read this section.

Electronic Application: N-FOCUS users responsible for case activity received through the Web based Electronic Application should read this section.

Developmental Disabilities Programs: N-FOCUS users who work directly with DD programs and those who work with the related Medicaid cases should read this section. Note: This section will only appear when there are tips, enhancements or fixes specific to Development Disabilities Programs.

Expert System: All N-FOCUS users with responsibility for case entry for AABD, ADC Payment, SNAP, CC, FW, IL, MED, and Retro MED should read this section.

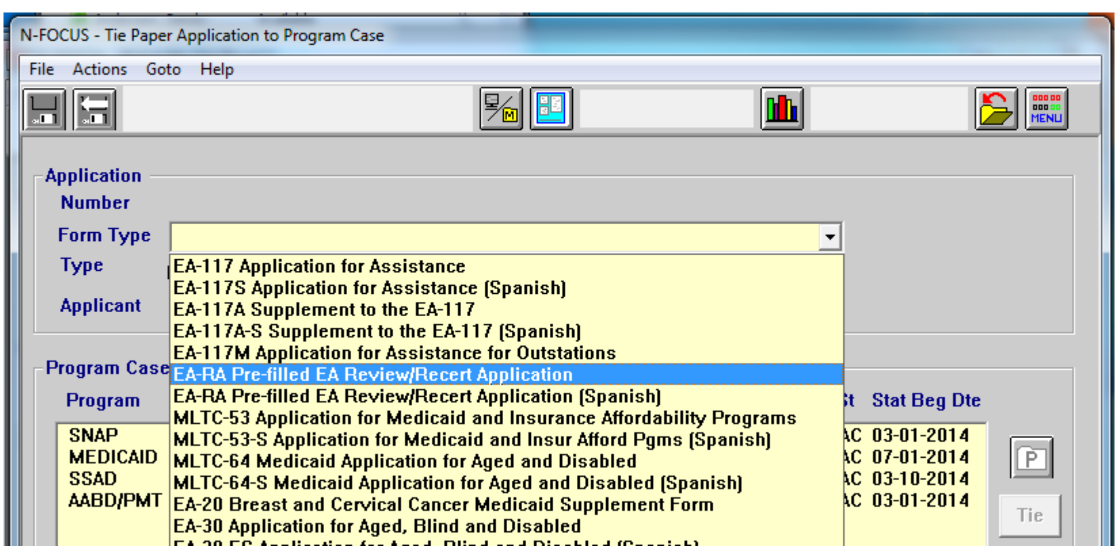
Note: When new functionality is added to N-FOCUS that crosses multiple topics (ie General Interest and Mainframe, Alerts, Correspondence, Expert System etc) the functionality will be described in one primary location. This location will usually be the General Interest and Mainframe section or the Expert System section. Alerts, Work Tasks and Correspondence that are part of the new functionality will be documented in both the primary location that describes the entire process and in the Alerts, Work Tasks and Correspondence sections.

Table of Contents

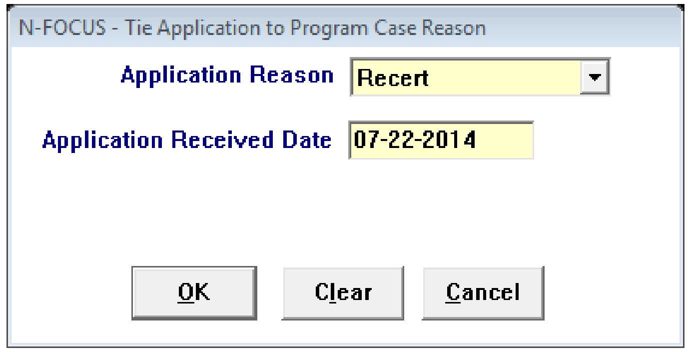
General Interest and Mainframe

EA - Tie Paper Application to Program Case (Change)

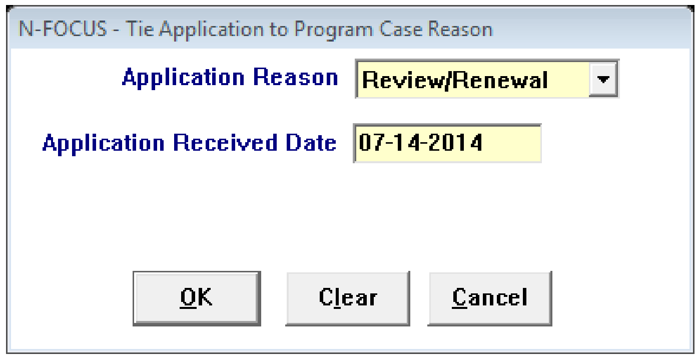
Beginning with the 8/10/2014 release, the pre-filled EA-RA Review/Recert Application types, English and Spanish versions, will display in the Tie Application to Program Case window in the Mainframe. This window is accessed from the Main Menu, Actions>Tie Paper Application to Program Case.



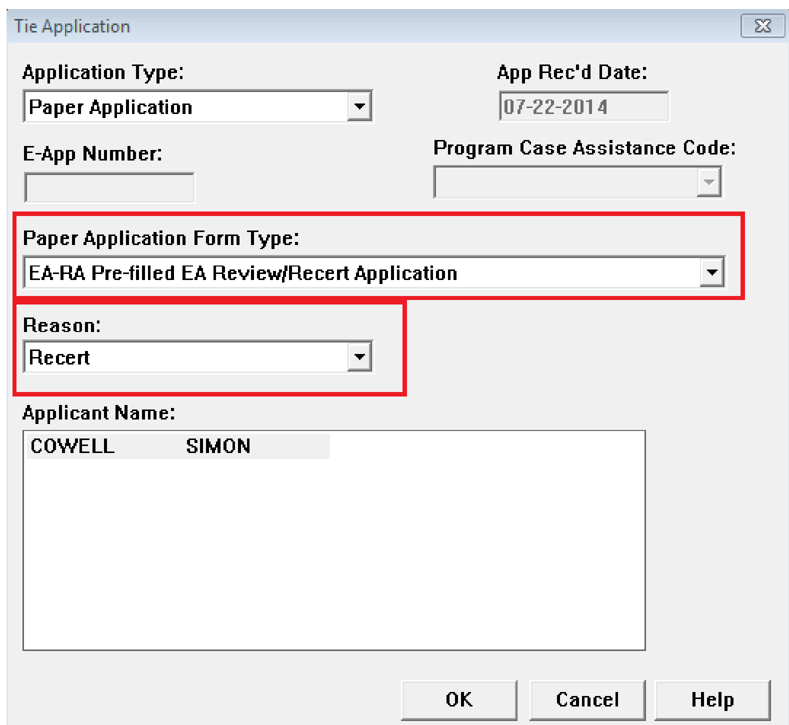
When the application is tied, the Tie Application to Program Case Reason window will display. From the **Application Reason** dropdown menu selectRecert for SNAP cases.



...or select Review/Renewal for all other EA cases.

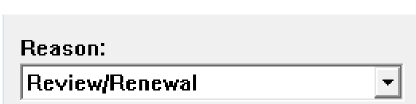


These application types will also display in the Tie Application window in Expert System which is accessed through the **Review/Recertification** task flow.



When tying the application in this window, select Recert for a SNAP case from the **Reason** dropdown menu...

...or select Review/Renewal for all other EA cases.



MLTC - Tax Household with Unmarried Parent (Change)

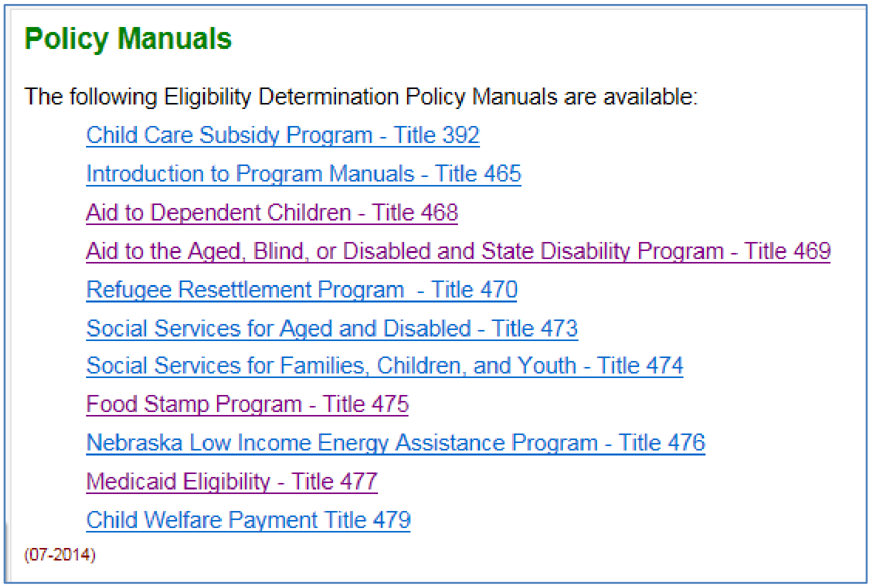
If both parents are in the household, but only one is a tax filer and the child is a tax dependent of a parent, we form the child's Medicaid household based on the family relationships and not tax household. The adult parent-caretaker will still be formed based on the tax household.

This was previously working correctly with MED cases but not with CHIP cases, this has been fixed for the CHIP cases.

EA & MLTC - Policy Manual Help (Change)

The links that take you to Policy Manuals in N-FOCUS will now take you directly to the Certified Policy Manuals. To view manuals, follow these steps:

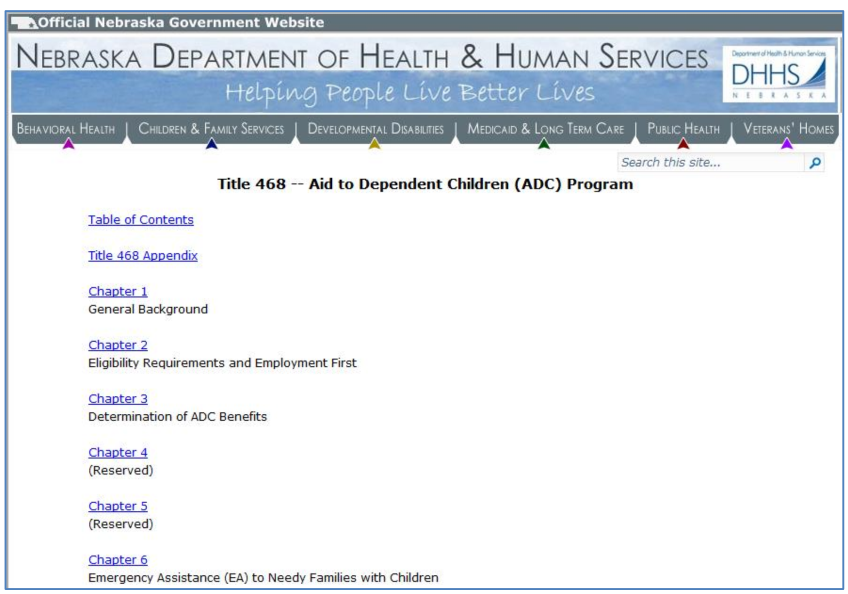
1. Click the appropriate manual to view the policy.



The selected manual will display at the Table of Contents level.

2. Click the Chapter you would like to view.

The manual material will open.



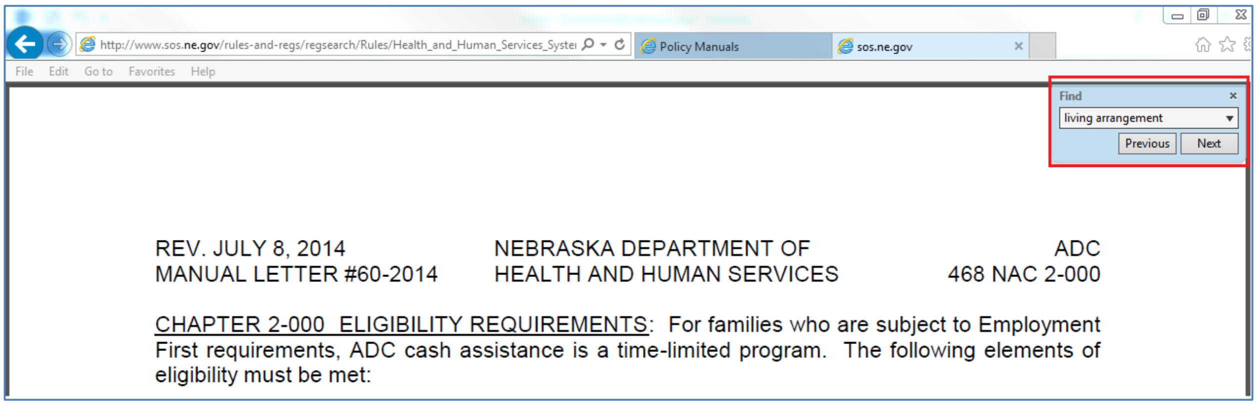
Searching within a Policy Manual (Tip)

To search within a Policy Manual Chapter, do the following:

1. On your keyboard, hold down the Ctrl key and press the letter F (Ctrl+F)

Result: A Find box will display at the top of the page.

2. Type the word or words for which you are searching.
3. Click the Previous or Next button.



Correspondence

CFS - Relative Notification (New)

In accordance with DHHS Policy Memo #27-2012, regarding notifying relatives when a child has been placed in Out of Home Care, relatives must be notified of the child's circumstances.

This is a two stage process. The steps are:

1. Establishing and Notifying the Relatives
2. Notifying the Court of your efforts to notify the Relatives.

Refer to the Children and Family Services Section, Relative Notification section for additional details.

CFS - Notice to Court (New)

After notifying relatives regarding possible placement or ongoing involvement, you are also require to send a notice to the Court regarding your efforts to notify relatives.

Refer to the Children and Family Services Section, Relative Notification, Create Court Notice Document section for additional details.

Alerts

EA & MLTC - SEW Alerts (Change)

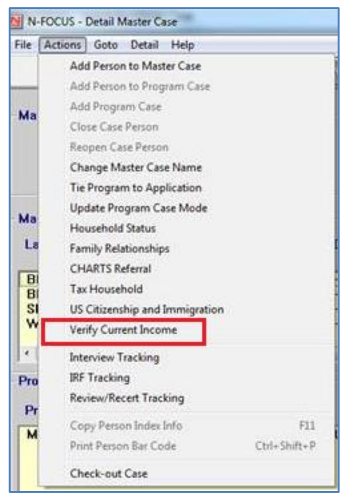
The SEW Alerts have been changed back to ARP alerts instead of Program Case alerts. When clicking the Interface icon on the List Master Case Alerts window the person's name and SSN will once again populate on the Interface Menu window.

Interface Menu

MLTC - Verify Current Income Window – TALX (New) effective 08/06/2014

Earned income verification for Pending or Active persons age 16 or older in a Medicaid program may be requested from a federal contractor through the Federal Data Services HUB.

Note: This service is also known as TALX.

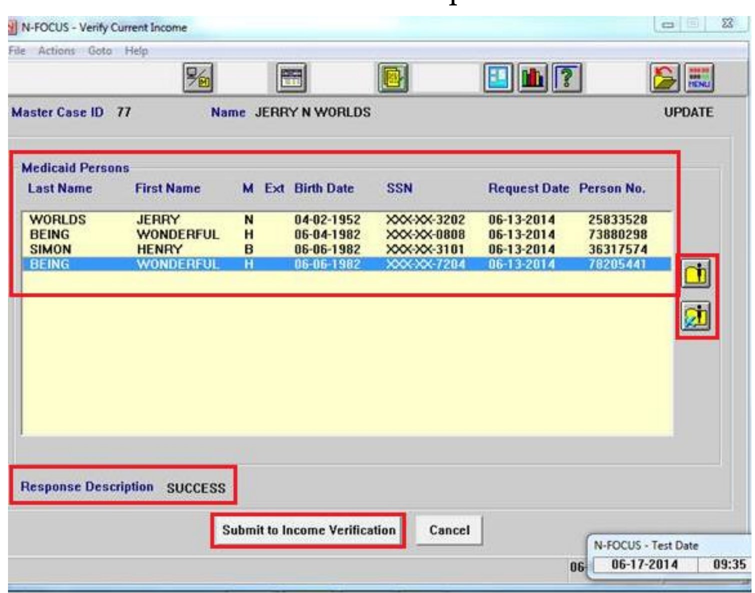


To submit a request, follow these steps:

1. From the Detail Master Case Window, select Actions>Verify Current Income.

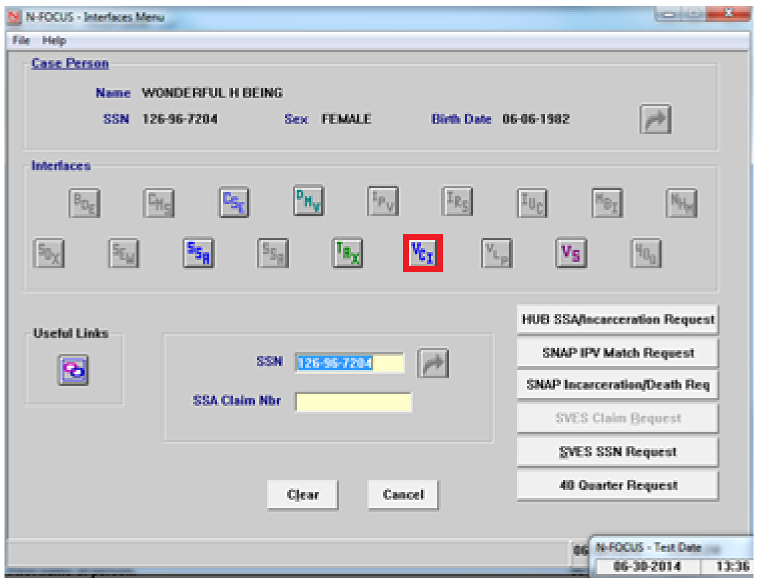
   Note: The Verify Current Income window displays all of the persons aged 16 or older in a Medicaid Program Case within the Master Case. Included in the display are First, Last, Middle names plus extension, Date of birth, last for digits of the SSN, Request Date and ARP number.

2. Select the appropriate Medicaid Person.
3. Click the Submit to Income Verification button to submit a request to the federal contractor through the Federal Data Services HUB.
4. The Response Description will indicate whether or not the request for the selected Medicaid Person has received a successful response. Response Descriptions include:
   a. SUCCESS: a data match was found.
   b. APPLICANT NOT FOUND: no data match was found for the individual



   c. SUCCESS – NOTE: RESPONSE RECORD HAS ONE OR MORE MISSING DATA FIELDS: a data match was found but one or more data fields are missing (see below).
   d. DATA SOURCE SYSTEM ERROR: Indicates an error at the contractor.
   e. UNEXPECTED SYSTEM EXCEPTION: Indicates an error at the HUB.
5. Once a response is received workers may resubmit Income Verification requests.
6. When a response is SUCCESS, select the Interface Icon to go view the data.
   a. Select the person and the following icons become enabled:
      - Interface Icon – Select this icon to navigate to the Interfaces Menu to view a successful response.
      - Person Icon – Select this icon to navigate to the Person Detail window.

7. The interfaces menu displays. Select the VCI (Verify Current Income) icon.

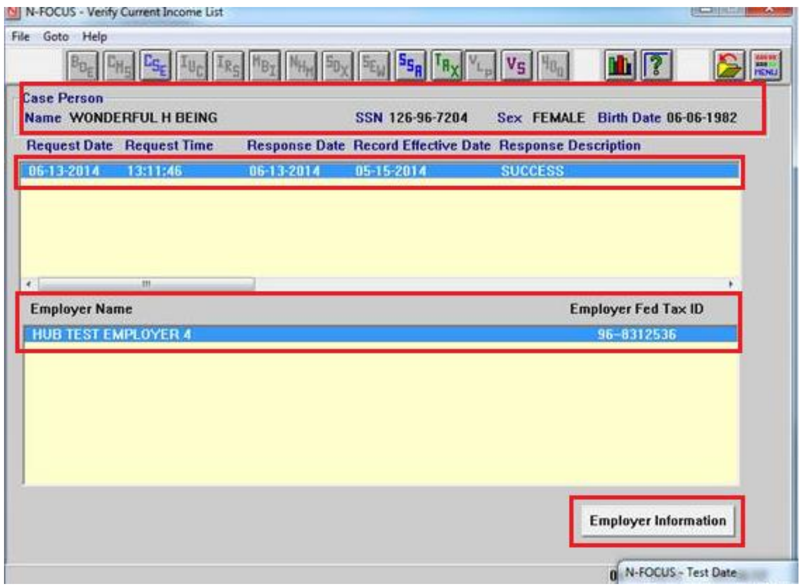


Result: The Verify Current Income List window will display.

The Case Person box on the Verify Current Income List window displays the name, Social Security Number and birthdate of the person.

The Request box display the Request Date, Request time, Response Date, Record Effective Date and Response Description of each request.

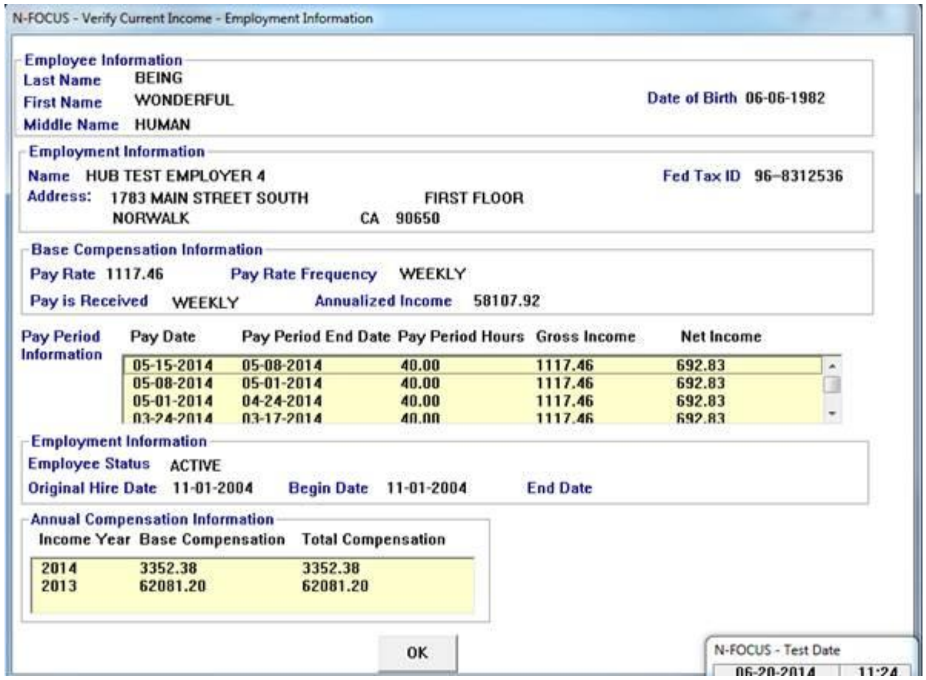
1. Select a row you wish to view from the Request Box.
   Result: The Employer Name and Employer Federal Tax Identification number will display and the Employer Information button will become active.



The following responses will display in the Response Description column:

Response Description Column	**Response Definition**
SUCCESS	Data was found for the person.
APPLICANT NOT FOUND	Data was NOT found for the person
SUCCESS – NOTE: RESPONSE RECORD HAS ONE OR MORE MISSING DATA FIELDS	One or more fields are missing data.

2. Click the Employer Information button.
   Result: The Verify Current Income – Employment Information window will display the following data:



The following information is contained in the Verify Current Income Employment Information window:

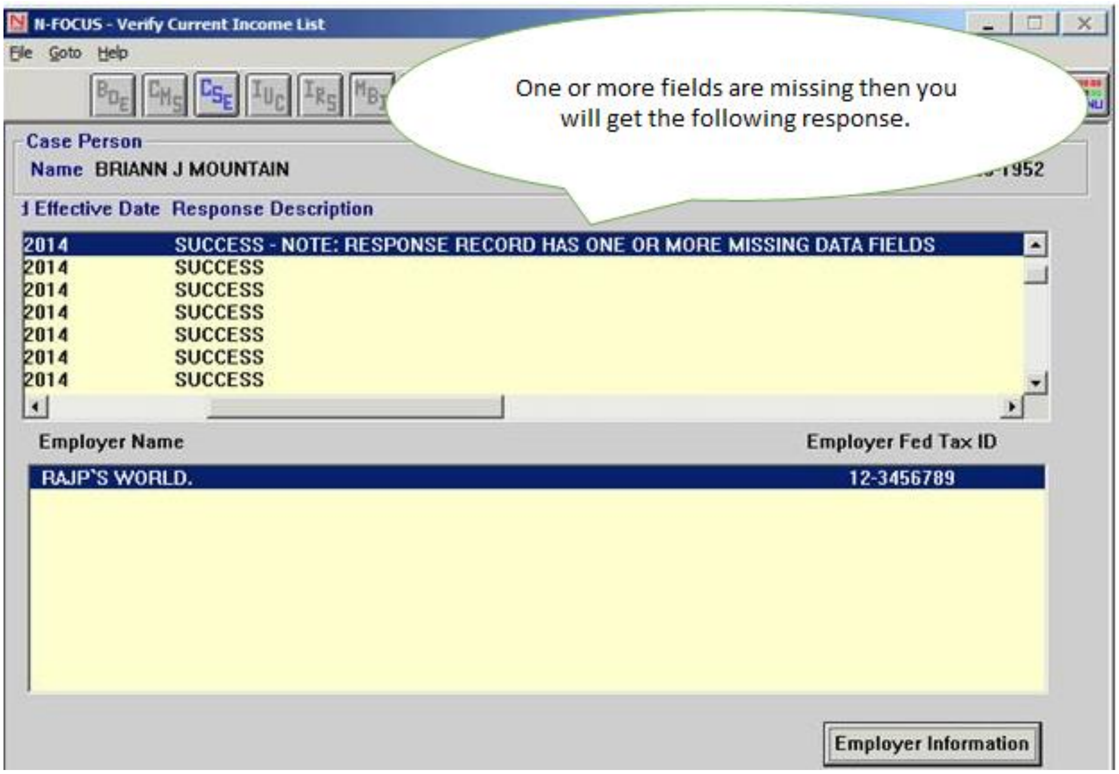
- **Employee Information** –Full Name and Date of Birth of the employee
- **Employment Information** –Name, Address and Federal Tax Identification number of the employer
- **Base Compensation Information** –Pay Rate, Pay Rate Frequency, Pay Is Received, and the Annualized Income Amount
- **Pay Period Information** - Pay Date, Pay Period End Date, Pay Period Hours, Gross Income and Net Income –
    - **Note**: This information displays for each Pay Period in the scroll box
- **Employer Information** –Employee Status, Originals Hire Date, and the End Date
- **Annual compensation Information** - Income Year, Base Compensation and the Total Compensation

Note: When the Verify Current Income List window, Response Description column indicates SUCCESS – NOTE: RESPONSE RECORD HAS ONE OR MORE MISSING DATA FIELDS, the following information will display on the Verify Current Income – Employment Information window:

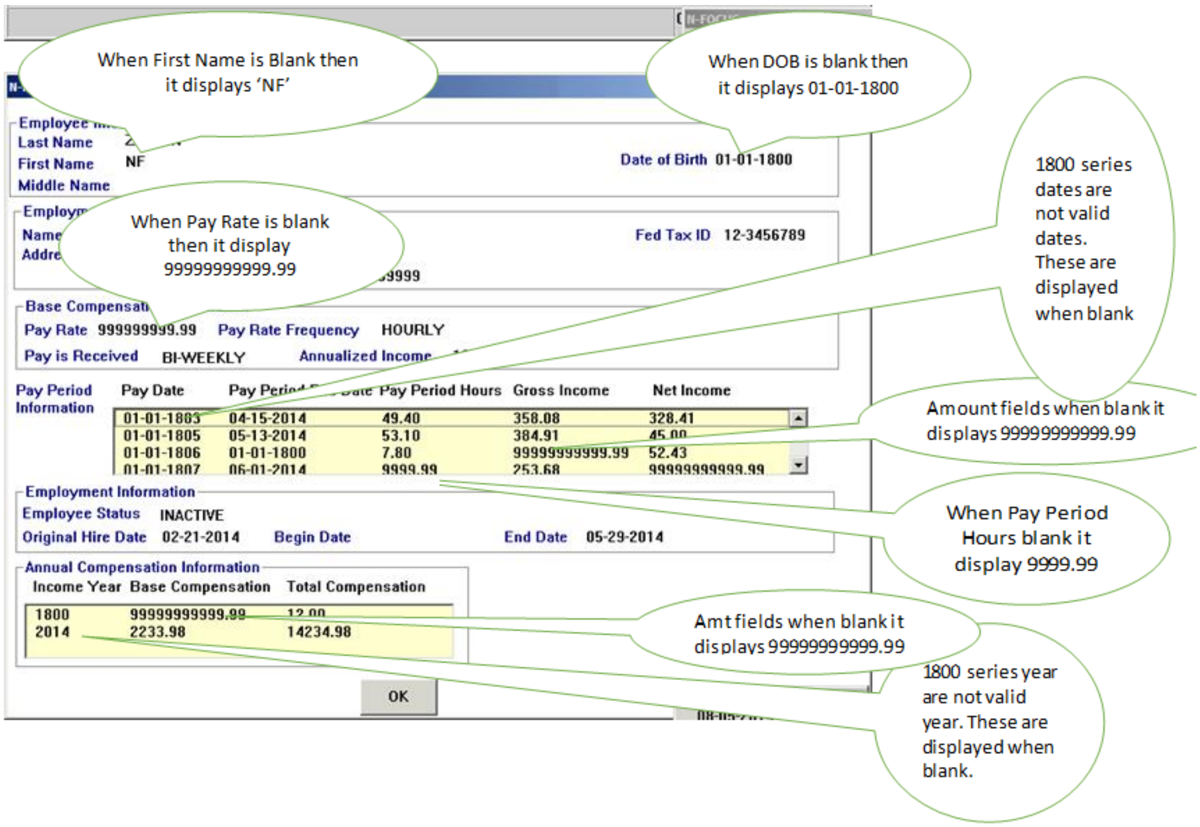
Field Name	Information Displayed
Text Field Such as a Name Field	NF (Not Found)
Date of Birth	01-01-1800
Pay Rate	99999999999.99
Pay Date	1800 Series or blank if not a valid date
Amount Field	999999999.99
Pay Period Hours	9999.99
Income Year	1800 series or blank if not a valid date
Base Compensation	999999999.99

See the example below of what will display (or be blank) when data is not available.

We are not expecting missing data to the extent in this picture.



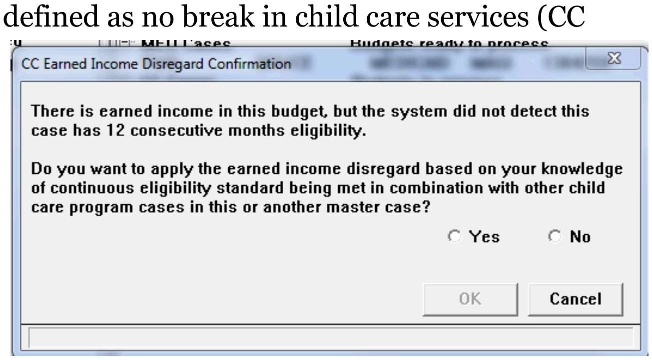
See the example on the following page of the data that will be displayed when the Response Description column on the Verify Current Income List window indicates SUCCESS – NOTE: RESPONSE RECORD HAS ONE OR MOREMISSING DATA FIELDS. (Note: This response indicates one or more fields are missing information.)



Expert System

EA - Child Care Earned Income Disregard (Change)

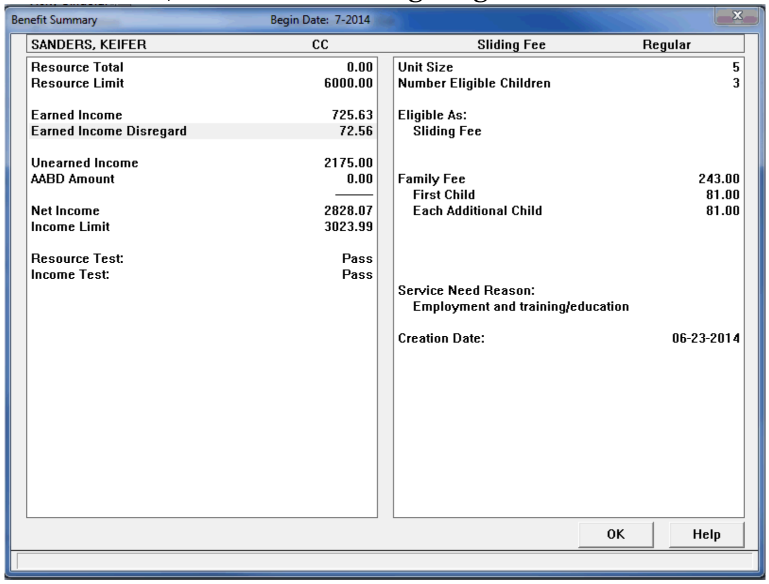
Legislative Bill 359 allowed for the child care case that has earned income and has been active for 12 consecutive months or longer to receive a 10% earned income disregard if eligibility. Continuous child care assistance is defined as no break in child care services (CC program case active) greater than 30 days or 1 month. The 12 months continuous eligibility could be established between multiple master cases and/or child care program cases.



Expert system budgeting will automatically apply the 10% disregard if earned income is detected in a child care (CC) budget for a CC budget type that income is considered and the CC program case has been active for 12 consecutive months or longer. Current family and without regard to income, for example, are CC types that do not consider income and the disregard will not be applied.

In the same Child Care budgeting, earned income is detected and considered but there is not 12 consecutive months active eligibility for the Child Care program case, the worker will be prompted with the following message:

If “Yes” is selected, the 10% disregard will be applied. If “No” is selected, the 10% disregard will not be applied. The "cancel", will return to budgeting window.



During MESA runs, the case worker cannot be prompted to answer “Yes” or “No” to apply the 10% disregard, so MESA will look at the most recent budget that has already been authorized. If that budget has the 10% Earned Income Disregard applied, MESA budgeting will apply the 10% earned Income Disregard. If not, it is a stop point for mesa and an alert will be generated ‘MESA was not able to complete budgeting. Process ~ budgets’.

The Benefit Summary Main window will reflect the new Earned Income Disregard.

MLTC - Reconfigure ADC/TMA from MAGI Budget (Fix)

If a client is in a MAGI Program Case and fails income requirements after being in a MAGI Program Case for at least 3 out of the last 6 months, N-FOCUS will automatically reconfigure the case to an ADC/TMA Program Case.

N-FOCUS was working this way prior to the July release and it is something that we did not intend to stop. This issue has now been fixed.

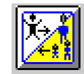
EA and MLTC – Application Processing Delay Reason Window (Change)

The following Delay Reason Code has been added with this release:

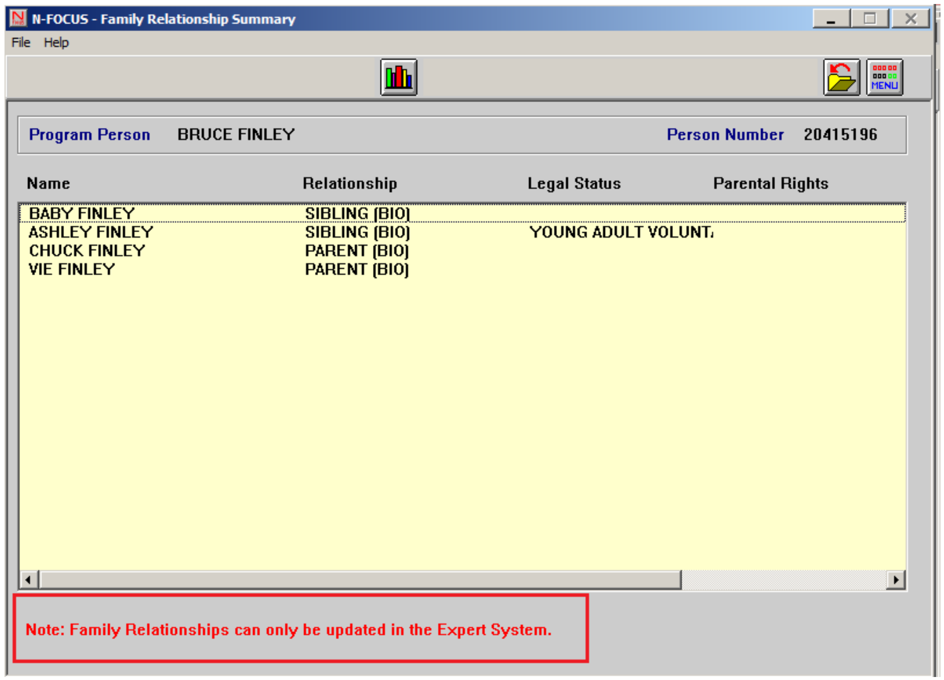
Reopen Case – New Application Not Required

This reason code is to be used if a case was closed for failure to provide and the information needed was provided within 90 days. When the case is reopened, the worker will need to provide the Application Received Date. If the date is over the timeliness threshold, the worker will need to enter the reason for the delay.

Family Relationship Summary (NEW)



With this release, we have added a view only window, showing a summary of the Family Relationships that have been entered in the Expert System. The Summary window will display after highlighting a person in the Detail Program Case and clicking on the new Family Relationship Summary icon.



The Summary window will show how other people in the Program Case are related to the person selected.

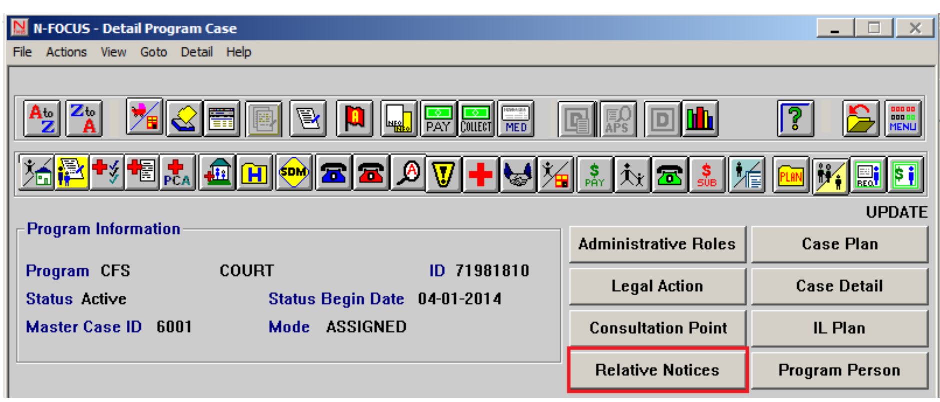
Note: Family Relationships can only be updated in the Expert System.

Relative Notification (New)

In accordance with DHHS Policy Memo #27-2012, regarding notifying relatives when a child has been placed in Out of Home Care, we have added the Relative Notification functionality to N-FOCUS. This will be a two phase process:

1. Selecting and Notifying the Relatives
2. Notifying the Court of your efforts to notify the Relatives.

The Notification process begins by selecting the Relative Notices push button on the Detail Program Case window.



Creating a Relative Notification

1. Navigate to the Detail Program Case window.
2. Select the Relative Notices push button.

Result: The List Relative Relationships window displays.

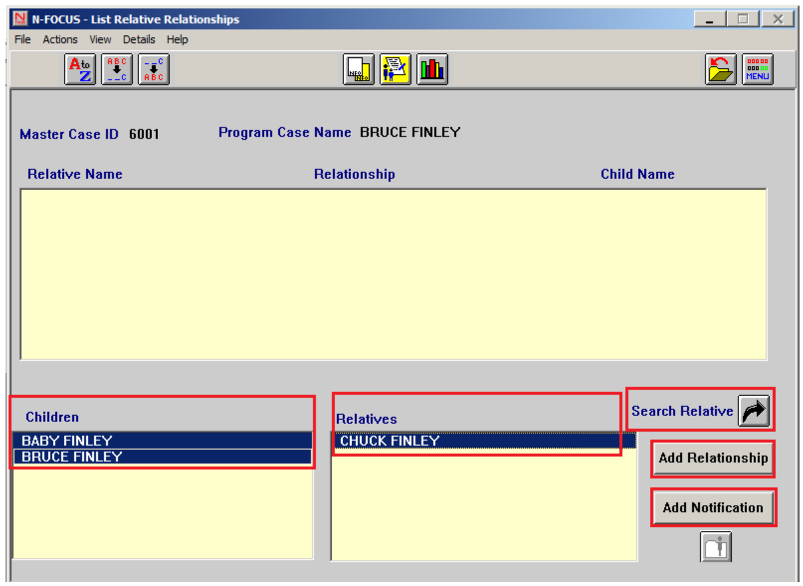
Note: The Children list box will display the names of children in the CFS Program Case under the age of 19.

3. Select the Search Relative Out select arrow.

Result: The Person Search window displays.

Note: If the person you are adding is not in the N-FOCUS system, you will receive the message, “Person Not Found”. Click OK and then the Cancel push button. You will return to the List Relative Relationships window with the message that you may add a new person.

After adding the new person, the List Relative Relationships window will display with the person listed in the Relatives list box.



5. Select the child(ren) related to the Relative person.

Note: You can select one or multiple children in this group box.

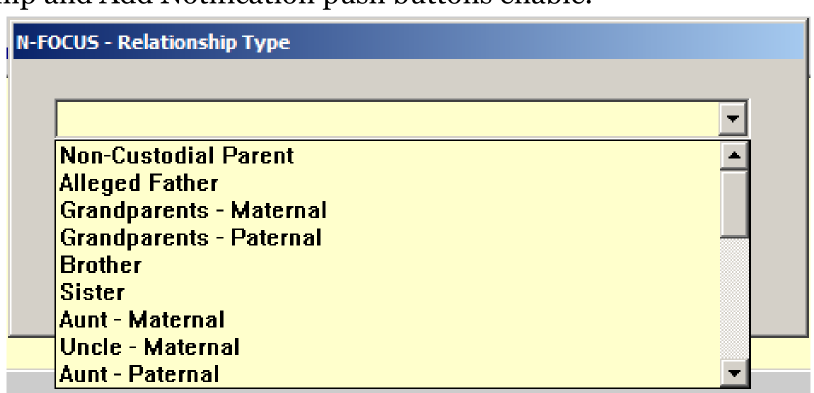
6. Select the Relative name.

Note: You can only select one Relative at a time in this group box.
Result: The Add Relationship and Add Notification push buttons enable.

7. Select the Add Relationship push button.

Result: The Relationship Type dialogue box displays.

8. Select the appropriate Relationship from the drop-down box.
9. Select OK.



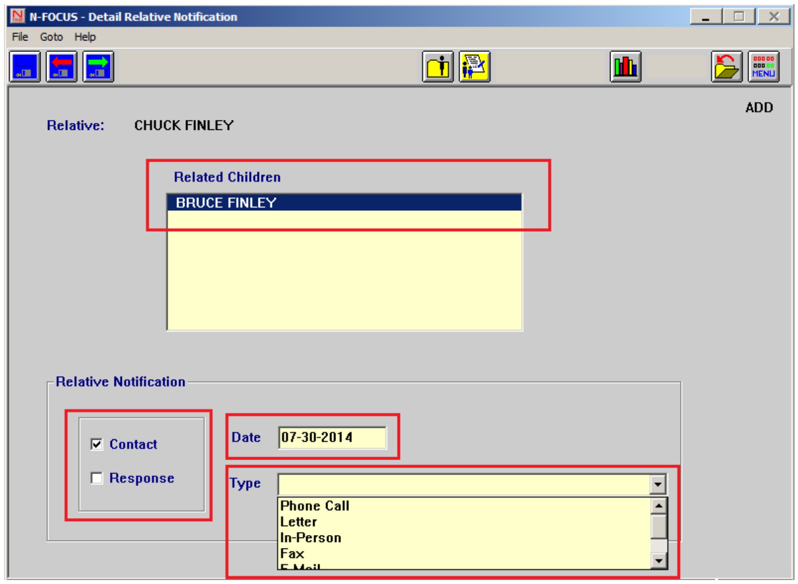
Result: The Relationship information will displayed.

10. Repeat Steps 3 - 9, for each Relative to be contacted.
11. Select a Relative name.
12. Select the Add Notification push button.

Result: The Detail Relative Notification window displays. (Shown on the following page)

Note: The Related Children box will only display those who have an Active Out of Home placement.

13. Select the appropriate child(ren).
14. In the Relative Notification group box, select the Contact check box.
15. Enter the Date of the Contact.
16. Select the appropriate Contact Type from the drop-down box.



Note: The options available in the Type drop down list will change depending on the Relative Notification type selected (Contact or Response).

If 'Letter' is selected as the Contact Type, you will be directed to print the letter upon clicking the Save & Close icon.

If 'Letter' is selected as the Contact Type, and the Relative does not have an Address documented in N-FOCUS, you will be directed to add an Address, using the Person Detail pushbutton.

If you are prepared to enter the Response in conjunction with entering the Contact Type, you can use the Save & Next icon to refresh the window and enter the appropriate Response.

17. Select Save & Close.

Result: The List Relative Relationships window displays.

18. You will repeat Steps 11-17 for each Relative you have identified.

Documenting Relative Notification Response

To document the Relative Notification Response, follow these steps:

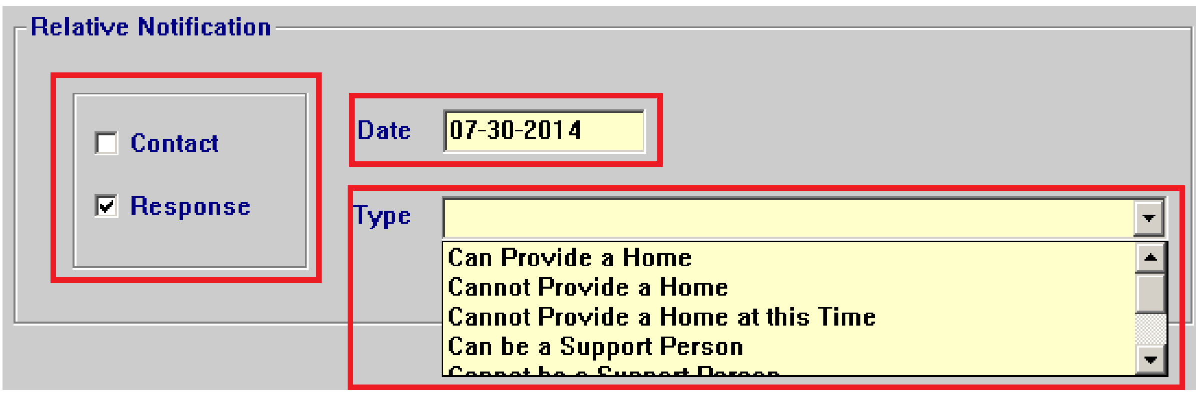
1. Upon receiving a Response to a Notification, on the List Relative Relationships window, select the responding Relative's name.

Result: The Add Notification push button enables.

2. Select the Add Notification push button.

Result: The Detail Relative Notification window displays.

Note: The Related Children box will only display those who have an Active Out of Home placement.

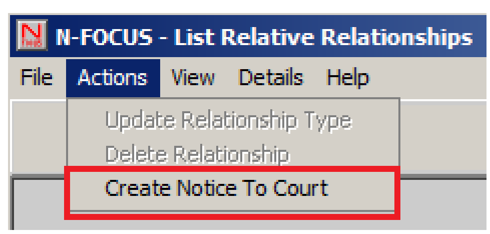


3. Select the appropriate child(ren).
4. In the Relative Notification group box, select the Response check box.
5. Enter the Date of the Response.
6. Select the appropriate response Type from the drop-down box.
7. Select Save & Close.

Result: The List Relative Relationships window displays with the Response Date and the Response Type in the upper box. (Scroll Right).

Create Court Notice Document

After notifying relatives regarding possible placement or ongoing involvement, you are also required to send a notice to the Court regarding your efforts to notify relatives. You will use these step to create the Court Notice, but it will be sent to the Court through the N-FOCUS Batch Process.



1. Navigate to the List Relative Relationships window.
2. Select Actions>Create Notice to Court.

Result: The Create Notice to Court window displays.

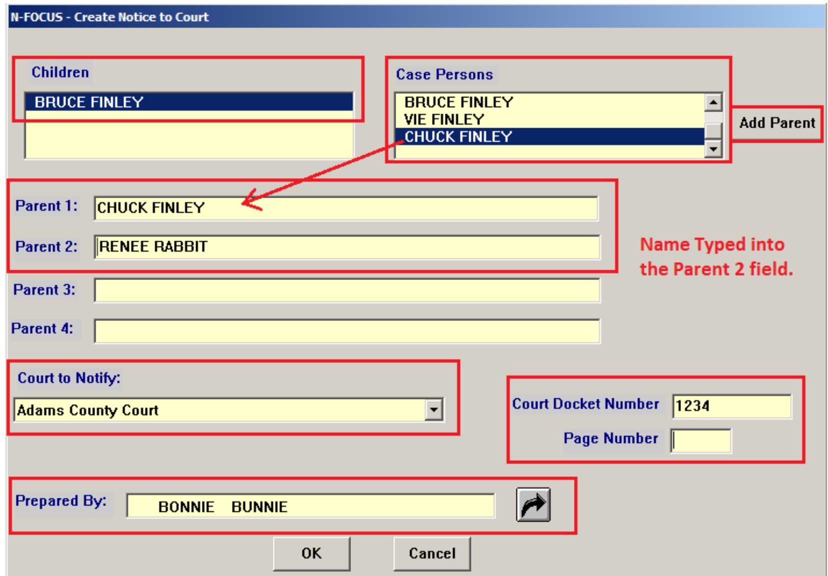
3. Select a child from the Children group box.
4. Select a parent from the Case Persons group box.
5. Click the Add Parent push button.

Result: The selected Case Person displays in the Parent text field.

Note: If a parent has not been listed as a Case Person, the name can also be typed into the Parent text field.

6. Select the appropriate Court from the Court to Notify drop-down list.
7. Enter the appropriate Court Docket Number and Page Number, if known
8. Use the Out Select arrow to select the Prepared By worker.
9. Click OK.

Result: The Court Notice will be sent to the identified Court via the N-FOCUS Batch Process.



Note: A copy of the Court Notice will be stored in the Correspondence Section of N-FOCUS.

FC Pay (New)

With this release, we have updated the FC PAY functionality in order to incorporate the new Nebraska Caregivers Responsibility check list. Like the old FC PAY, the new functionality will automatically calculate the Out of Home Maintenance payment amount based on the child's age and the Level of Care documented in the Nebraska Caregivers Responsibility check list.

Compute Payment Determination

To compute the Payment Determination, follow these steps:

1. Navigate to the Detail Program Case window.
2. Select the person for whom you want to create the payment determination.

Note: You must do this for each individual child. You cannot select multiple children.

3. Select the Payment Determination icon.

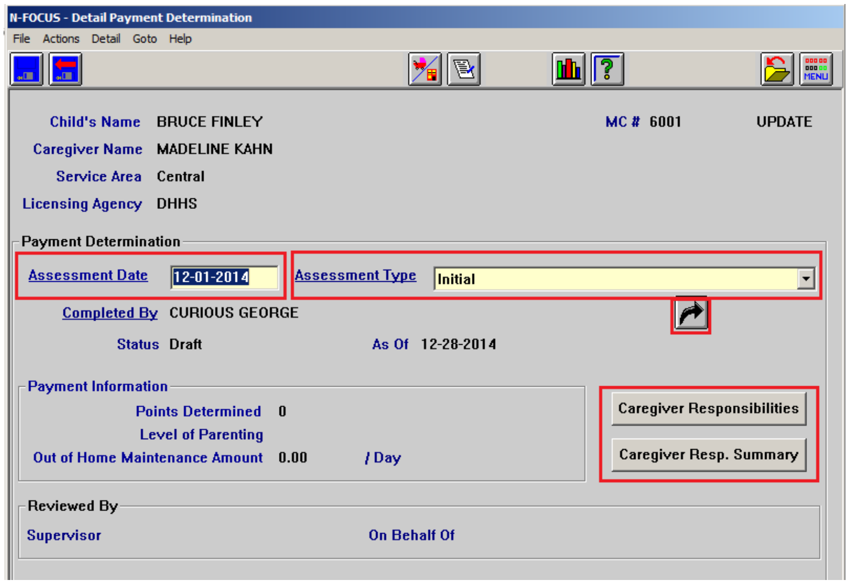
Result: The Detail Payment Determination window displays.

Note: If other Payment Determinations have been documented, the List Payment Determination window will display. From this List window you can select the New icon.

4. Enter the Assessment Date.
5. Select the appropriate Assessment Type from the drop-down box.
6. Select the Completed By out select arrow.

Result: The Search Office Position window displays.

7. Search for the appropriate worker and using the blue return arrow, return to the Detail Payment Determination window.



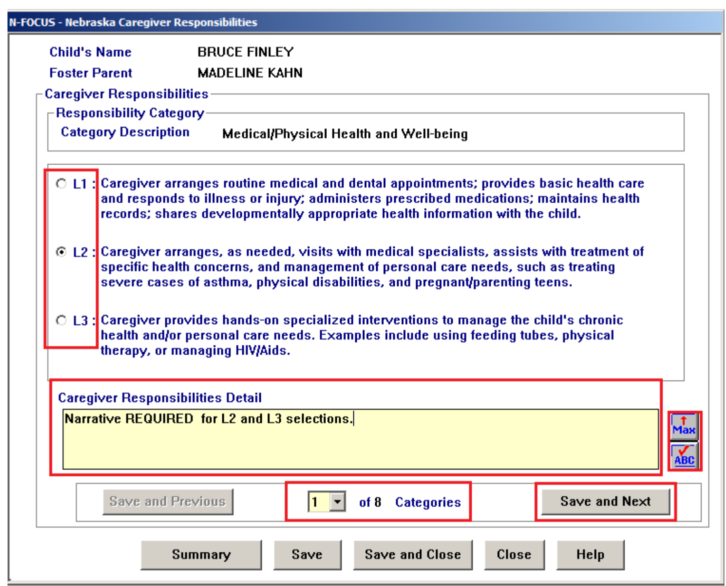
8. Select the Save icon.

Result: The Caregiver Responsibilities push button and the Caregiver Resp. Summary pushbutton enable.

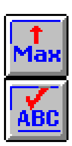
9. Click on the Caregiver Responsibilities push button.

Result: The Nebraska Caregiver Responsibilities window displays.

10. Select the appropriate Level of Care statement.
11. Enter the Caregiver Responsibilities Detail narrative.



Note: This narrative is optional for Level 1, but is required for Levels 2 & 3.



Select the Max icon to view narrative in a separate, larger window.

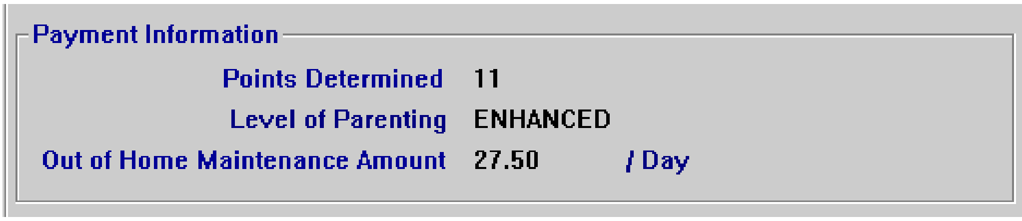
Select the ABC icon to Spell Check the narrative.

12. Move to the next Caregiver Responsibility Category by using the drop-down box for the number of Categories or by selecting the Save and Next push button.

Note: A Level of Care selection must be selected for all 8 Categories.

13. Select the Save and Close push button.

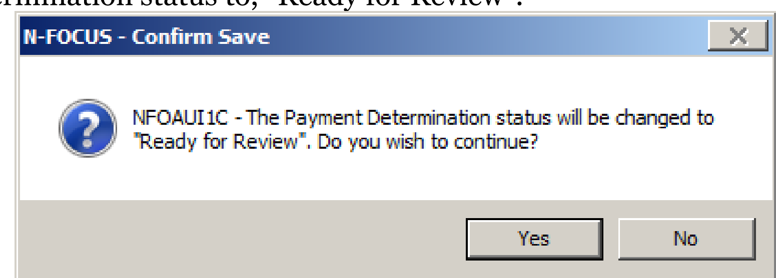
Result: The Detail Payment Determination window displays with the Payment Information.



Note: If you select Yes, it will take you to Service Authorization List window where the worker can then create a new Service Authorization. For details see Service Authorization. If you select No, the Detail Program Case window displays.

14. Select Actions – Update Status.

Result: The Confirm Save message displays, asking if you want to change the Payment Determination status to, "Ready for Review".



15. Select Yes.

Result: The Detail Payment Determination window displays with the Status of 'Ready for Review'.

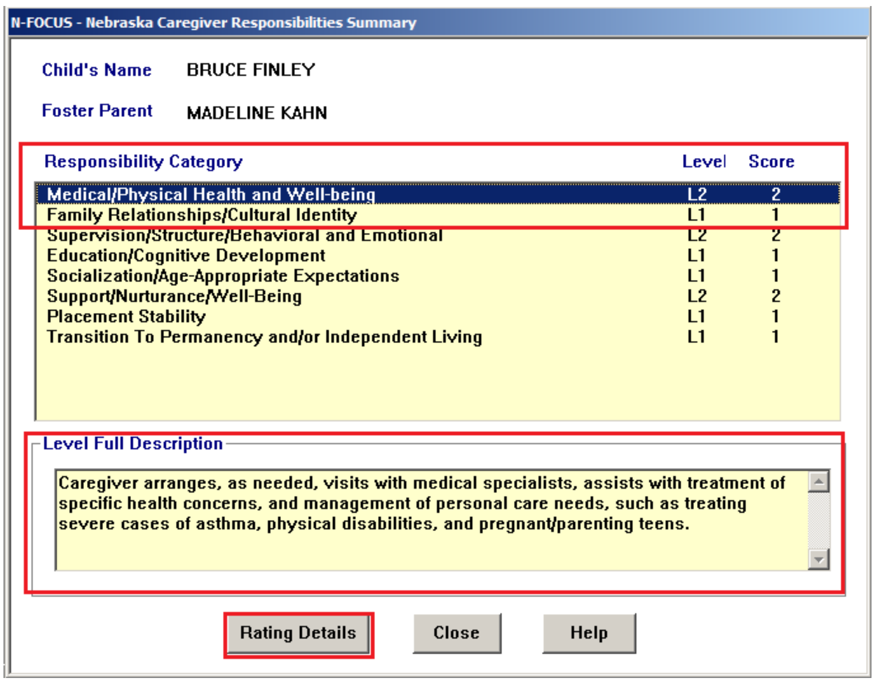
Note: Supervisor will be responsible for setting Status to 'Final'.

Nebraska Caregiver Responsibilities Summary Window

This is a view only window. To access this window, click the Caregiver Resp. Summary pushbutton on the Detail Payment Determination window.

The Nebraska Caregiver Responsibilities Summary window is used review the selections made regarding the level of care from the Nebraska Caregiver Responsibility window.

- Highlighting a Responsibility Category will display the full text regarding the level of care selected.
- Click the Rating Details to view the Nebraska Caregiver Responsibilities window associated to the highlighted Responsibility Category.



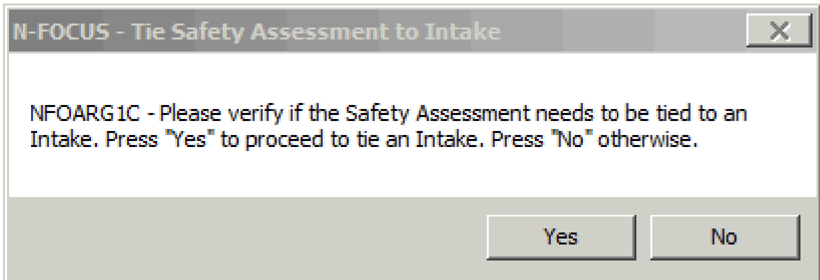
Placement Concerns Intake Status Reason (New)

A new status reason is required for intakes that do not meet the requirements for an 'Accepted' intake to investigate abuse/neglect, but there are placement concerns with an out of home placement that would necessitate an SDM APSS (placement assessment) to be completed. The new status reason for 'Placement Concerns' will be available for Child Abuse/Neglect intakes with a final screening decision of 'Not Accepted'. In order to select this status reason the intake must have an Organization with a role of Allegation Involved, Allegation Site, Residence, or Service Provider. When an intake is closed with this new status reason any allegations in the intake will have a finding of 'Intake Not Accepted' entered.

Tie Intake Message for Assessment of Placement Safety and Suitability (APSS)

The following message will appear on the SDM APSS assessments to ask the workers if they would like to tie the APSS to an intake. If they answer 'Yes', then they will flow to the tie intake process. If they answer 'No', they will just return to the APSS window.

This message will appear upon the initial save of the APSS and again when the status is being updated to 'Ready for Review'.



YAVS Program Service Referrals (Change)

With this release, Service Referrals can now be created for Young Adults in the Bridge to Independence Program.